



Request for Proposal
Health Consulting and Third-Party Administrative Services
10/20/2021

The City of Martinsville, Virginia is seeking sealed proposals for non-professional services from qualified firms to provide benefits consulting and third-party administrative services. This Request for Proposal (RFP) and resulting contract(s) shall be consistent with and governed by the City of Martinsville Procurement Policy and the Virginia Procurement Act. The City will Accept sealed proposals for services until 2:00 P.M, Wednesday November 18, 2021; the City shall not accept any bids after this date/time for any reason. You must submit your bid in a sealed envelope clearly marked on the outside "Benefits Consulting/Administration Services"

If you hand deliver or mail your proposal, then please use the following street address:

Purchasing Manager's Office
City Warehouse Complex
Attn: Zach Morris
Address: 990 Fishel St. Martinsville, VA 24112

You must return this page with your bid with the following information:

Name and Address of Proposer:

Date: _____

By: _____
(Signature)

Printed Name: _____

Telephone#: _____

Title: _____

Email: _____

Purpose & Background

- a) The purpose of this Request for Proposal (“RFP”) is to seek qualified firms to assist the City of Martinsville with strategically planning, designing, negotiating and implementing the best coverage and cost for selective employee benefit programs to include health, dental, vision, life, ancillary/volunteer and other benefits. The services sought hereunder shall include but are not limited to, benefit consulting and administration to include assistance with benefit design, bidding and evaluation, contract negotiation, on-going evaluation, and plan modification and other services required to obtain and maintain a competitive overall benefits program. **THIS IS NOT A REQUEST FOR INSURANCE COVERAGE.**
- b) All services shall be provided in accordance with the specifications contained herein and attached hereto. This solicitation is issued by the City of Martinsville, hereinafter also referred to as “Owner”.
- c) Any communications pertaining to the scope of services, the preparation or submittal of a proposal, and all other communications referred to in this RFP, must be made in writing to:

Zach Morris
Purchasing Manager
zmorris@ci.martinsville.va.us

- d) The contents of the proposal submitted by the successful Offeror, this RFP (including general terms and conditions) and all modifications made thereof, will become part of any contract awarded as a result of this solicitation. The successful Offeror will be required to sign a contract with the Owner upon approval of the City of Martinsville.
- e) Currently, the City of Martinsville has 331 benefit eligible employees. Our health insurance is provided by Aetna. The plan includes medical, dental, vision, EAP (employee assistance program) and prescription coverage. Delta is the current provider of dental insurance. Aetna Vision is the provider for vision insurance. Benefits are provided to full time employees, elected officers, dependents and full-time retirees and spouses.
- f) All full-time employees (30 hours or more per week) are enrolled in the Virginia Retirement System (VRS). Included in the retirement plan is an employer paid life insurance premium through Securian Financial.
- g) The plans anniversary date for open enrollment begins on July 1st of each year.
- h) The successful vendor will enter into a 3 year contract with the City of Martinsville

Scope of Services

The City of Martinsville is seeking to name a firm of record for the City's employee insurance benefits and is looking for continuity of Third-party administrative services in the rapidly changing area of employee benefits. The City of Martinsville is particularly interested in a firm who can offer creative, innovative approaches, with a proven track record, that allows the City of Martinsville to maintain quality programs and contain or reduce costs.

The selected firm will perform a full range of benefit program services related to the acquisition, implementation, maintenance, communication, and improvement of the City's employee insurance benefits. The selected firm shall provide services, including, but not limited to, the following:

1. Provide consultation and guidance for all Benefit Plans and assist in the design, implementation, and administration of employee programs which include, but are not limited to, the following:
 - a. COBRA administration
 - b. Section 125 Cafeteria Plan administration
 - c. Medical and Dependent Care Flexible Benefits program
 - d. Health Savings Account
 - e. Medical
 - f. Dental
 - g. Vision
 - h. Life Insurance
 - i. Disability Insurance
 - j. Other Ancillary Employee Paid Insurances and Programs
 - k. Online portal to be used by HR Staff and employees
2. Review and make recommendations to the Owner regarding the existing and potential benefits plans and programs as well as modifications to the existing plan design, cost, cost shares, and quality of employee benefits plans and programs. Provide benefits information to enable the City of Martinsville to make effective decisions in developing an Employee Benefit Program that is comprehensive and meets established objectives with respect to cost and competitiveness with the goal of attracting and retaining employees. Recommend alternative Benefit Plans designs, delivery systems, funding and communication methods as dictated by environmental/regulatory changes and emerging technologies as requested.
3. Review the Owner's Employee Benefits Program on a continual basis to ensure that the plans are in compliance with government regulations. Provide timely notification of and assistance with understanding and implementing new, updated, or revised benefits, laws, regulation, and programs as they relate to plan documents or contracts.

4. Provide consultation and guidance with regards to governmental mandates including but not limited to:
 - a. FMLA (Family Medical Leave Act)
 - b. COBRA (Consolidated Omnibus Budget Act)
 - c. HIPAA (Health Insurance Portability Accountability Act)
 - d. ADA (American Disability Act)
 - e. USERRA (Uniformed Services Employment Reemployment Rights Act)
 - f. ACA (Affordable Care Act)
5. Provide accurate and timely information on health benefits issues, trends, possible new benefits, and proposed or new legislation. Provide timely notification of and assistance with understanding and implementing new, updated, or revised benefits, laws, regulations and programs including alerting the City regarding any employee communication deadlines or communication issues and provide sample documents that may be used to notify employees and/or retirees of any of these changes. Provide the Owner with form notices and communications to the employees of any changes to the benefits plan on an “as needed” basis (newsletters, press releases, presentations, etc.).
6. Track and report progress of Benefit Plans on a quarterly basis, coordinating with benefit providers to obtain relevant performance data. Provide analysis of Benefit Plan performance.
7. Advise and assist the City of Martinsville with required Benefit Plan communications to employees annually, during benefits enrollment and as regulatory changes occur.
8. Advise and assist the City of Martinsville as necessary or requested in developing, implementing, and conducting the annual benefit sign up (open enrollment).
9. Assist with resolution of specific claims when requested by the city.
10. Assist the City of Martinsville in the implementation of the benefits programs, including attendance at City Council meetings as needed, employee communication, benefit program presentations, and open enrollment meetings.
11. Conduct benefits renewal negotiations with providers on behalf of the Owner.
12. Provide any additional reoccurring services that your firm provides as a standard to the base contract. Additional reoccurring services should be detailed in full, clearly, precisely, and adequately in the Offeror’s proposal. The Owner will not be held responsible for misinterpreting proposals.
13. Provide an online benefit administration platform that can be used to conduct benefit elections for annual open enrollment, new hire, terminations, and all qualifying events.
14. Offerors shall include in the Proposal a description of any significant task not listed in the Scope of Services which they know to be necessary either as reimbursable expenses under the Contract or as a service to be contracted for separately.

Questionnaire

Please complete and return this questionnaire with your proposal. If needed to answer a question or questions, you may attach a page or pages to this form. Please indicate on the Bid Form that the question is answered on an attached page. Also, please designate any answer on an attached page with the same number as the question on the Bid Form.

1. How many Public Sector clients do you currently provide with benefits administration services?
2. Briefly describe your company's organization, philosophy, and management. Also, please provide a brief company history. Identify the account team structure your firm would use to service our account.
3. Describe how you propose to build an understanding of the direction and priorities of the City of Martinsville and how you would utilize this information to anticipate our needs in relation to benefits.
4. Detail how your organization participates in developing a strategic benefit plan with your clients.
5. Describe your organization's involvement in the annual renewal process. Include information regarding process timeframes, negotiation of rates and vendor selection.
6. Describe what resources your firm will provide to keep us in compliance with ACA and legislative updates?
7. Describe what types of Wellness services your firm will provide.
8. Describe in detail the communication and enrollment process.
9. Please provide a copy of a benefit election form that you have used that can serve as a sample of a benefit election form to be submitted to our employees for benefit enrollment.
10. Describe the capabilities of your organization's online enrollment platform.
11. Does your organization's online enrollment platform have online agent assisted and self-enroll capabilities?
12. Does your online enrollment system allow enrollment not just during Open Enrollment, but also for Qualifying Life Events?
13. Describe how your organization manages its online enrollment platform. Is it managed by a third party, subcontractor, or internally? Describe all features that can be customized to the City of Martinsville? What is the implementation process?
14. Does your enrollment platform transmit EDI files directly to the different carriers?

15. What is the frequency of transmitting EDI files from your online enrollment platform? What is the percentage of accuracy?
16. What are some strategic ways you have been able to partner with local entities that have help boost their retention of employees, especially with Public Safety?
17. Describe how you firm would assist the city in attracting and retaining talent?
18. Is your online enrollment have the capabilities to upload benefit deductions into payroll? Describe the customer service and support your firm can provide to the City of Martinsville administration and our employees. Do you provide a toll-free phone number for our employees for service questions that is staffed with licensed agents?
 - a. Do you provide personalized interactive website?
 - b. Do you provide personalized benefit videos?
 - c. Do you provide access to comprehensive benefit books?
 - d. Do you have a locally staffed Service Center?
 - e. Do you have an mobile app or chat feature that employees/staff can access for assistance?
 - f. Do you have an online portal?
19. Provide any additional information regarding your organization or services that you feel would be beneficial in helping to select a benefits broker.
20. Please provide a list of all fees that your firm will charge to administer our Employee Benefits and/or other insurance products you will offer. Please be sure to specifically list these along with any other applicable fees.

FSA Administration: _____
HSA Administration: _____
Cobra Administration: _____
Benefit Administration Platform: _____
Consulting Fee: _____

Proposal Evaluation:

The respondents will be evaluated on the following criteria:

1. 25 points - Understanding of the objectives and approach as evidenced by the proposal and ability to project long range market trends;
2. 25 points - The methods, technical ability, capacity, and flexibility of the Offeror to perform the contract based on the City's current needs, including proposed methods to be used in evaluating health insurance carriers and ability to provide advice and assistance in controlling costs;
3. 25 points - Capability and experience of the project staff including experience with similar work and as evidenced by submission of resumes of personnel to be assigned to this job;
4. 25 points - Cost of services

CERTIFICATION

I certify that I have read this Request for Proposals and have answered all questions on this Bid Form.

I certify that our firm will honor all commitments made on this Bid Form.

I certify that our firm and all representatives are licensed and will be licensed in Virginia to provide all services offered during the life of this contract

Signature of Representative

Firm Name

Date of Signature